

Traffic Control and Traffic Management Implementation

Registered Training Organisation (RTO) Licence Management

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1 Introduction

Traffic Control (TC) and Traffic Management Implementation (TMI) Registered Training Organisation (RTO) Licence Management (TCTMILM) forms part of a Department of Transport and Main Roads RTO Governance Framework. RTO licence management assures the quality of the training delivery and outcomes for the TC and TMI training programs. The TCTMILM applies to all RTOs delivering the approved programs under licence with the department.

2 Application for licence agreements

Complying initial applications will be offered a licence agreement. Licence agreements are renewed annually, subject to the department's performance and compliance assessment. Application forms are located on the departmental website.

The current fee of \$2 750.00 (plus GST) per licence per annum applies to all applications.

Licence agreement renewal applications are assessed by the department annually. During the licence period, licensees must advise Transport and Main Roads in writing, within 10 working days, of any significant change in circumstances that may affect their ASQA accreditation or capacity to deliver the approved programs. This includes changes to senior staff or location. Licensees cannot subcontract the delivery or assessment of the approved programs.

Licensed RTOs must participate in performance and compliance audits and/or attend compulsory training or industry briefings.

The list of approved RTOs is published on the departmental website.

3 RTO compliance management

To maintain registration, a RTO is required to participate in Transport and Main Roads performance and compliance requirements as set out within the licence agreement.

Compliance and performance activities include:

- desktop audits
- on-site compliance audits
- access to and copying of training and assessment records
- review of RTO monthly reports
- provision of relevant documentation, and
- observations of training and/or assessment delivery.

Desktop and on-site compliance audits are undertaken by Transport and Main Roads Technical Training and Development staff. The objective of these audits are to assess compliance to the obligations set out in the licence agreement.

Transport and Main Roads and the licensee attend a close out meeting on the final day of any on-site audit. A written report is provided by the department within 10 working days. This report identifies both minor and major non-compliances.

A licensee is required to rectify non-compliances within an agreed timeframe by submitting and implementing a rectification plan. All rectification plans are assessed and approved by the department.

Failing to provide an appropriate rectification plan within agreed timeframes may affect a licensee's licencing status.

4 Suspension of trainers / assessors

Transport and Main Roads may, at its discretion, suspend an individual trainer / assessor from delivering and assessing the approved programs. This may be done where there is reasonable evidence that a trainer does not meet the department's required technical or ethical standards. Suspension may be permanent, or conditional on successful completion of an approved remediation program. Suspension applies to the individual trainer, not to their employing RTO.

An RTO employing a suspended trainer (with the trainer's agreement) may propose remediation processes to the department. If approved and completed to the department's satisfaction, the suspension will be removed.

Suspension of an individual may not affect the RTO's licence if it is evident that the individual's actions are not in accordance with the RTO's quality processes. Names of suspended individuals will be made available to relevant Transport and Main Roads personnel.

5 Conditions (conditional licence agreements)

Transport and Main Roads may, in their absolute discretion, place conditions on licensees who have been identified as a high risk. Conditional licence agreements will apply for a minimum of three months. Conditions may be subsequently removed following satisfactory Transport and Main Roads performance assessment and compliance audit.

6 Suspension of licences

Transport and Main Roads may suspend a licence agreement where the department has determined that the risk an RTO poses to the quality delivery and assessment of the approved program is rated as high / extreme. Suspension will apply for a minimum of one month. A suspension can be replaced with a conditional licence if an RTO satisfies the department that remedial measures have addressed the high / extreme risk elements.

7 Cancellation (cancellation of licence agreements)

A RTO's licence agreement may be cancelled where the department has determined any of the following:

- the risk a RTO poses to the quality delivery and assessment of the approved program is rated as extreme
- a RTO has conducted repeated non-compliances or unethical activity
- a RTO has been suspended for a total period of six months or more during any three year period.

Cancellations will apply for a minimum of 12 months. Re-licencing will be subject to performance assessment:

- meet all of the criteria required for the application to become an approved provider
- detailed plan of rectification and remediation

- detailed compliance plan, demonstrating how compliance with the licence agreement will be managed
- Transport and Main Roads compliance audit at the RTO's expense, and
- may include additional conditions as stipulated by Transport and Main Roads.

Cancelled licences will be placed on a conditional licence agreement for an initial period of three months. A compliance audit will be conducted by the department at the RTO's expense during the three month period.

8 Appeals

A RTO may appeal:

- rejection of an application for licencing (within 10 working days of being advised)
- disputed compliance audit findings (within 10 working days of receiving the written report)
- cancellation / suspension (within 10 working days of being advised)
- registration conditions (within 10 working days of being advised).

Appeals, complete the RTO Appeals form and send to TechTraining@tmr.qld.gov.au.

